

APPENDIX 6: CUSTOMER SERVICES CODE OF CONDUCT POLICY

Our Purpose

This policy sets out the general principles to define stringent standards for the staff of The Hong Kong and China Gas Company Limited (the “Company”) and ensure service quality. All our subsidiaries, project companies, associates, suppliers and business partners are encouraged to make reference to the principles of this policy, where applicable.

Our Commitment

The Company is committed to complying with all relevant laws, regulations and standards in relation to customer services topics at its business locations. We aim to create and maintain a trusted relationship with our customers by treating them fairly and providing caring, competent and efficient services to them.

Integrity

The Company is committed to treating others as we would wish to be treated, act with fairness and honesty, be ethical, be involved, listen and respond, display confidence in others and embrace diversity.

Compliance

The Company is committed to complying with local laws and regulations in every jurisdiction where we operate on customer services, such as Gas Safety Ordinance (Cap. 51) and Personal Data (Privacy) Ordinance (Cap. 486).

Quality Product and Services

The Company is committed to quality at work at all levels of our organisation. We will therefore set out to understand the needs and expectations of our customers, and of the other people within and outside our organisation, whom we serve or who provide services to us. We will strive to satisfy these needs and expectations.

Through effective communication, well-developed team work, training, learning from others, patient self-appraisal, and empowerment to act, each employee will help to bring about continuous improvement in the quality of every business activity in which we are engaged.